



Program Description

The Department of Health and Human Services (HHS) is responsible for the health, safety, and wellbeing of all Arlington residents. The divisions that fall within HHS include:

- Health Department
- Council on Aging
- Arlington Youth Counseling Center
- Veterans' Services

HHS also coordinates the activities of the Board of Youth Services, Council on Aging, Human Rights Commission, LGBTQIA+Rainbow Commission, Disability Commission, Board of Health, Widows Trust Commission, Youth Health and Safety Coalition, Health and Human Services Charitable Corporation, and Heating Assistance Program.

The Health Department is the lead division within Health and Human Services. The Health Department is required by state and local laws to perform many critical duties related to the protection of public health. These duties cover a wide range of public health control and prevention activities including: disease surveillance, the promotion of safe and sanitary conditions in housing, recreational facilities, and food establishments, elimination of nuisances, protection of the environment, and numerous other federally- and state-mandated responsibilities.

Budget Statement

The budget has several increases. It supplies full funding to the Diversity, Equity, and Inclusion position, to the Arlington Youth Health and Safety Coalition, because the federal grant ended after ten years, and to the Health Director position, because of the lack of funding from providing flu inoculations, which the Department will no longer provide. There are also an increase in the mosquito control and the rodent control line items.

FY2021 Objectives

Health and Human Services:

- Will work closely with the Human Services Network to continue to improve coordination among all social service providers in town.
- Will work to implement best practices around racial equity into Department at every level.
- Will continue to promote programs within each division that support residents in need including the SNAP program, Fuel Assistance, property tax support.
- Will begin renovation of the interior of the Whittemore Robbins Cottage to provide 6 additional offices for youth mental health counseling, further increasing the capacity of the agency to provide support to youth and families.
- Will add an additional rental facility for private and public use. The Whittemore Robbins Carriage House will be available beginning in FY21 for private events such as weddings and parties as well as town meetings and events. The revenue generated from the rental of the property will be used to support the three structures on the property.

Health Department:

- Partner with the Town's GIS Coordinator and third party vendor to digitize paper files and implement a document management policy.
- Will collaborate with the Conservation Commission and the Engineering Division to develop a campaign to identify and educate the public on innovative and environmentally-friendly ways to prevent or reduce blue-green algae blooms in Town water bodies.
- Continue to work on the FDA Voluntary Retail Food Standards. Specifically, the standard which focuses on fostering communication and information sharing between the health department, industry and consumers.
- Continue to work on Public Health Accreditation initiatives.
- Continue to work with various Departments on climate change initiatives by participating in ongoing community vulnerability assessments and planning activities.
- Collaborate with surrounding communities, educational institutions, and professional experts to evaluate and implement best practices for urban area rodent control management practices and programs.



FY2021 Objectives (cont.)

- Will partner with the School Department, Department of Public Works and Facilities Department to evaluate past water sampling results at schools and assist with applying latest guidance on threshold for lead in drinking water and determining strategies to eliminate risk to children.

Major Accomplishments for 2019

Health and Human Services:

- Continued weekly outreach to homeless population living in Arlington in partnership with the Somerville Homeless Coalition and partners in the City of Cambridge. Over 50 outreach sessions conducted in 2019 to 40 individuals, housed 9 homeless residents in partnership with the Arlington Police Department, Somerville Homeless Coalition and Mass Housing and Shelter Alliance.
- Formed the Homelessness Task Force, a Select Board Committee, made up of partners from across various sectors of town government as well as town residents.
- Worked with individuals experiencing homelessness to conduct a cleanup at the wooded area in East Arlington.
- Created a partnership between the Arlington Youth Counseling Center and Arlington Police Department to hire an Outreach Worker tasked with reaching out to vulnerable residents within the community and providing support and resources. Outreach will include hours at the Robbins Library where many vulnerable residents are known to visit during the day.
- Worked with Sterling and Associates Architectural Firm to provide guidance on programs and needs of the Arlington senior population to guide decisions on design of the proposed build out of the 21st century senior center that will begin in the spring of 2020.
- Created a Diversity, Equity and Inclusion position that will be responsible for coordinating the work of the Human Rights Commission, Rainbow Commission and Disability Commission and will serve as a core racial equity team member.

Major Accomplishments (cont.)

- Participated in a racial equity learning community with neighboring communities. The purpose of the group was to participate in trainings and to share best practices among participants.
- Obtained CPA funding to begin the rehabilitation of the Whittemore Robbins Cottage which will serve as future counseling space for the Arlington Youth Counseling Center. The site will also provide two handicap accessible restrooms that can be used by groups using the Carriage House for events as well as events hosted in the garden.

Health Department:

- Served as the Lead Host Agency for the Region 4b Medical Reserve Corps (MRC) unit, comprised of 18 communities. The Medical Reserve Corps (MRC) is a national network of volunteers, organized locally to improve the health and safety of their communities. MRC volunteers include medical and public health professionals, as well as other community members without healthcare backgrounds. MRC units engage and train these volunteers as well as local and state-level partners to strengthen public health, improve emergency response capabilities, and build community resiliency.
- Organized and hosted an MRC Conference for 150 MRC volunteers in Region 4AB.
- Adopted Regulations to Ensure the Safe and Sanitary Operation and Sale of Adult Use Marijuana.
- Implemented a new version of the Food and Drug Administration's (FDA) Food Code (2013). Conducted trainings to ensure restaurant owners and managers understand key changes to the new Food Code with particular emphasis to active managerial control as a way to prevent foodborne illness outbreaks.
- Administered over 2,000 flu shots at over 25 public flu clinics throughout the community.
- Worked with East Middlesex Mosquito Control Project (EMMCP) to complete dredging at the McClellan park detention pond to increase water flow and prevent stagnant water, which promotes mosquito growth.
- Responded to over 425 residential complaints varying from unsanitary housing conditions to food code violations, and nuisance type conditions such as pest, trash, noise, and odor concerns.

Fiscal Year 2021 Budget



Health & Human Services Health Department

Performance / Workload Indicators

| Health Department | FY2017 Actual | FY2018 Actual | FY19 Actual | FY20 Estimated |
|--|------------------|------------------|----------------|-------------------|
| Food Inspections | 464 | 437 | 490 | 500 |
| Tobacco Compliance Checks | 73 | 38 | 19 | 57 |
| Tanning Establishment Inspections | 1 | 1 | 1 | 1 |
| Biotech Facility Inspection | - | - | 1 | 1 |
| Body Art Establishment Inspection | - | 1 | 1 | 1 |
| Camp Inspections | 9 | 6 | 6 | 8 |
| Dumpster Inspections | 148 | 280 | 300 | 300 |
| Keeping of Hen Inspections | 18 | 3 | 5 | 10 |
| Body Work Establishment Inspection | 1 | 4 | 2 | 5 |
| Demolition Inspections | 21 | 27 | 17 | 20 |
| Housing Inspections | 76 | 129 | 112 | 125 |
| Ice Rink Inspections | 1 | 1 | 1 | 1 |
| Power Sanding Inspections | 2 | 4 | 1 | 5 |
| Public Pool Inspections | 12 | 12 | 12 | 12 |
| Public Beach Inspections | 4 | 4 | 4 | 4 |
| Resident Complaints | 310 | 330 | 317 | 350 |
| Sealer of Weights and Measures Inspections* | 555 | 498 | 183 | 200 |
| Communicable Disease Investigation | 278 | 346 | 270 | 300 |
| Flu Vaccinations Administered | 1,301 | 1,464 | 2,064 | 1,800 |

*Beginning in FY19, Belmont no longer utilized Arlington's Sealer of Weights and Measures

STAFFING

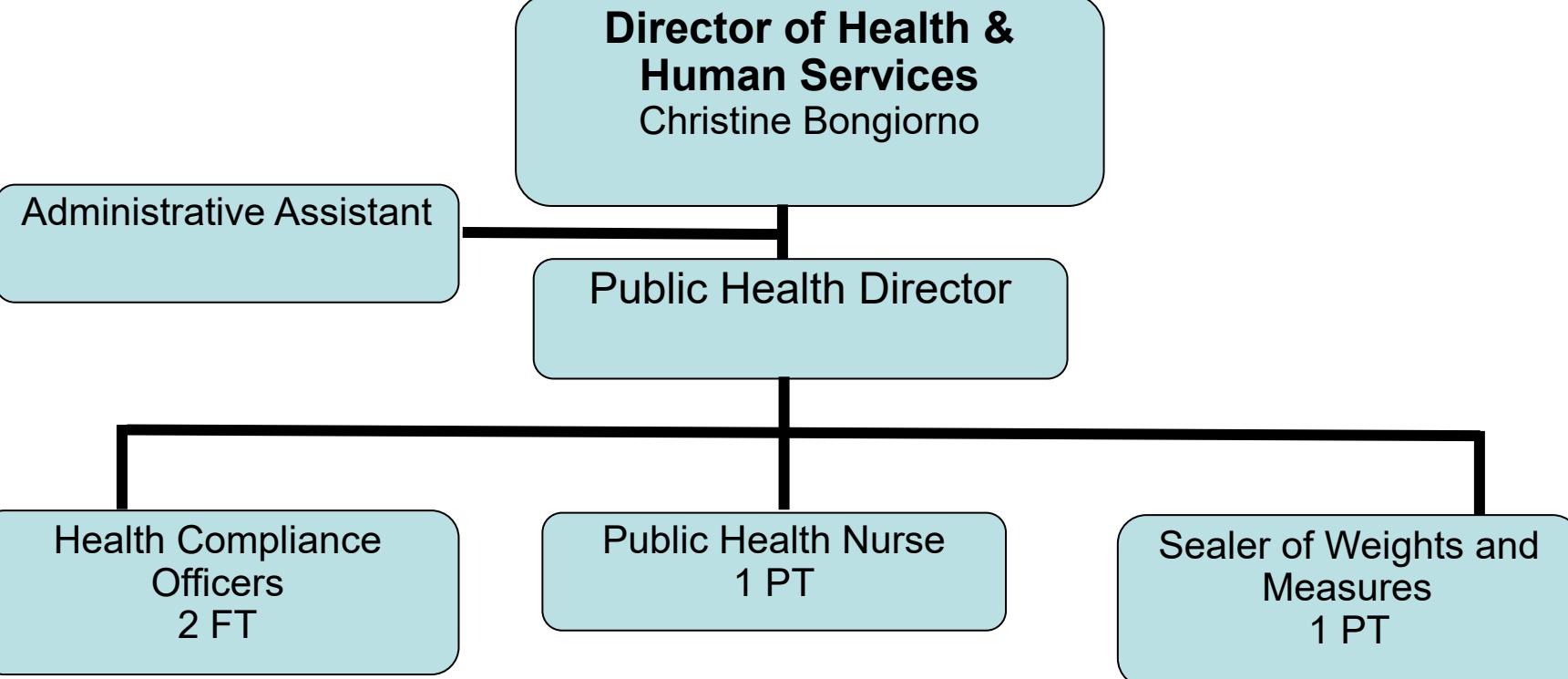
| Health & Human Services | FY2019 Actual | FY2020 Budget | FY2021 Request | FY2021 Town Mtg. |
|-------------------------|------------------|------------------|-------------------|---------------------|
| Managerial | 1 | 1 | 1 | |
| Clerical | 1.0 | 1.0 | 1.0 | |
| Professional/Technical | 3.4 | 4.9 | 5.3 | |
| Total | 5.4 | 6.9 | 7.3 | |

PROGRAM COSTS

| Health & Human Services | FY2019 Actual | FY2020 Budget | FY2021 Request | FY2021 Town Mtg. |
|-------------------------|------------------|------------------|-------------------|---------------------|
| Personnel Services | 446,354 | 574,570 | 624,434 | |
| Expenses | 94,606 | 109,200 | 153,200 | |
| Total | 540,960 | 683,770 | 777,634 | - |

Performance / Workload Indicators

| Rentals | FY2017 Actual | FY2018 Actual | FY2019 Actual | FY2020 Estimated |
|---------------------------------|------------------|------------------|------------------|---------------------|
| Whittemore Robbins House Events | 30 | 19 | 25 | 30 |
| Town Hall Auditorium Events | 75 | 81 | 90 | 95 |





Program Description

The Commonwealth of Massachusetts began providing services for veterans following the Revolutionary War. In 1861, the Legislature formalized Chapter 115 and established the Department of Veterans' Services. By State law, each community in the Commonwealth is required to maintain a Veterans' Service Department to provide benefits to veterans and dependents.

Benefits are available to veterans through the state's veteran benefits program (Chapter 115) as well as from federal agencies (Veterans Affairs) and other local resources. State benefits provide financial and medical assistance for veterans and dependents. Additional financial services for food, shelter, clothing, and housing are also available. Bonuses and annuities are available to veterans that provided wartime service. State annuity payments are made to 100% service connected disabled veterans and Gold Star survivors. Support services are provided for military funerals and resources, educational assistance, employment assistance, and emergency and long-term housing assistance.

The Veteran Service Officer (VSO) is trained and certified by the state Department of Veterans' Services in accordance with regulations set forth in the VALOR Act II of 2014. In addition to managing state level benefits, the VSO assists veterans in filing applications seeking service connected disability compensation as well as seeking federal pensions for non-service connected medical pensions. Additionally, the department provides support and direction to veterans seeking access to the VA Healthcare System.

Budget Statement

Over the past 24 month period, there has been a decrease in the number of veterans and dependents seeking state Chapter 115 Benefits, as the numbers of World War II veterans and surviving spouses seeking benefits continue to dwindle. We anticipate a decrease in veterans seeking Chapter 115 benefits, as Korean and Vietnam era veterans/dependents become our primary veteran population in need of support services.

Per the Department of Veterans' Services (DVS) statistics, the number of active cases (veterans and or dependents currently receiving state Chapter 115 benefits in Arlington) has decreased from 56 to 40 cases. The average monthly expenditures for Chapter 115 Veteran Benefits for FY 2017 were \$25,726. The average monthly expenditures for Chapter 115 Veteran Benefits for FY 2018 decreased to an average of \$20,500 per month.

It is important to note that the Commonwealth of Massachusetts reimburses Arlington a minimum of 75% of all approved expenditures for Chapter 115 Veteran Benefits. All requests for emergency services as well as other special services such as housing services are reimbursed at 100%.

In addition to managing the Chapter 115 benefits program, the Director has seen a steady increase in the number of veterans and dependents seeking federal Veterans Affairs (VA) benefits and services through service connected disability claims and pensions. According to the most recent VA statistics, 303 Arlington veterans and dependents receive tax-free VA benefits totaling \$398,797 per month.

PROGRAM COSTS

| Veterans' Services | FY2019 Actual | FY2020 Budget | FY2021 Request | FY2021 Town Mtg. |
|--------------------|------------------|------------------|-------------------|---------------------|
| Personnel Services | 70,077 | 74,950 | 75,728 | |
| Expenses | 281,707 | 305,268 | 305,268 | |
| Total | 351,784 | 380,218 | 380,996 | - |

STAFFING

| Veterans' Services | FY2019 Actual | FY2020 Budget | FY2021 Request | FY2021 Town Mtg. |
|------------------------|------------------|------------------|-------------------|---------------------|
| Managerial | 0 | 0 | 0 | |
| Clerical | 0 | 0 | 0 | |
| Professional/Technical | 1 | 1 | 1 | |
| Total | 1 | 1 | 1 | 0 |



Major Accomplishments for 2019

- The Director serves as the Chair of the Veterans Council along with six other members. The Council focused on addressing issues related to veteran memorials, the review and development of policies pertaining to Arlington veterans, and new projects to promote Arlington and veterans.
- The Memorial Day ceremony was conducted in the Town Hall. This year the ceremony paid tribute to three Arlington veterans that remain Missing in Action. A chair from the town hall auditorium was removed, refinished and transformed into a POW/MIA display. The chair is on display outside the Select Board office. The Veterans' Day parade and ceremony was conducted at the Central Fire station with wreath laying ceremonies at Monument Square. 2019 marked the 75th anniversary of D-Day (June 6, 1944) marking the invasion of Europe by Allied forces.
- The Director assisted local veterans and families in applying for, and receiving, Federal VA benefits. Arlington veterans and/or dependents received nearly \$300,000.00 per month in tax-free veteran benefits from the VA.
- The monument honoring Lt. Richard Buzzell was removed and the plaque restored in preparation of a re-dedication ceremony to be conducted in the Spring of 2020.
- The scanning of military records was completed. All paper Grave Registration Cards dating back to the Revolutionary War, and all military service records to present day, have been scanned for preservation purposes.
- The Director served as President of the Massachusetts Veterans Service Officers Association from January through June 2019. He worked with the state Department of Veterans' Services, legislative representatives, various state agencies, and other veteran organizations to ensure veterans and dependents are receiving the quality services they deserve.

Performance / Workload Indicators

| Veterans' Services | FY2017 Actual | FY2018 Actual | FY2019 Actual | FY2020 Estimated |
|---|------------------|------------------|------------------|---------------------|
| Department of Veteran Services | | | | |
| Clients (DVS) | 54 | 52 | 40 | 42 |
| Department of Veterans' Assistance Clients (VA) | 289 | 325 | 304 | 325 |
| Federal VA Revenue Provided to Local Veterans | \$3.18M | \$3.65M | \$2.97M | \$3.25M |

FY2021 Objectives

- A re-dedication of a new memorial honoring Lt. Richard Buzzell will be installed at Buzzell Field on Summer Street in 2020.
- The Director will continue to engage the community on benefits and services available to veterans and their families. The focus will include increasing public participation in the Memorial Day and Veterans' Day ceremonies.
- The Director will continue to work with other agencies and companies in the area to promote benefits and services provided at the local, state and federal level.
- The Veterans' Council will be reviewing locations for the establishment of a new Veterans' Memorial Park. Due to proposed changes at the current location, the Council is being pro-active in exploring alternate locations. The site must be large enough to enable residents to attend outside ceremonies and be a location that offers a reflective atmosphere. The Director and Council members will be seeking feedback during the year.



Health & Human Services Director
Christine Bongiorno

**Veterans' Agent
Director of Veterans Services**

Veterans' Council



Program Description

The Council on Aging, a division of the Department of Health and Human Services, is a community based social services organization that supports residents age 60 and over in Arlington. The agency's primary responsibilities are to provide information and referral, develop health and wellness programs, provide a sense of well-being through social programs, and promote civic engagement.

The Council on Aging is supported by a Town appointed board consisting of nine Arlington residents.

Budget Statement

The budget presented represents an effort to address the growing population of Arlington residents, 60 years and older by adding four hours per week for the nursing position and providing rent for alternative spaces during reconstruction of the Community Center.

PROGRAM COSTS

| Council on Aging | FY2019 Actual | FY2020 Budget | FY2021 Request | FY2021 Town Mtg. |
|--------------------|------------------|------------------|-------------------|---------------------|
| Personnel Services | 273,534 | 282,910 | 320,225 | |
| Expenses | 28,386 | 41,700 | 66,200 | |
| Total | 301,920 | 324,610 | 386,425 | - |

Performance / Workload Indicators

| Council on Aging | FY2017 Actual | FY2018 Actual | FY2019 Actual | FY2020 Estimated |
|-------------------------------------|------------------|------------------|------------------|---------------------|
| Units of Service Delivered Annually | 16,000 | 19,366 | 19,500 | 19,800 |
| Volunteers | 165 | 230 | 240 | 250 |

FY2021 Objectives

- Begin Phase 2 of the Age-Friendly initiative: establish the Age-Friendly Initiative Coalition, host additional focus groups, and present the Coalition's recommendations to the Select Board. An age-friendly community ensures its built environment allows people of all ages to participate in community activities, stay connected to others, and stay healthy and active at all ages.
- Successfully manage all Senior Center programs off-site during major building renovation.
- Continue to serve as a SNAP enrollment site and help to close the SNAP Gap through education and outreach with goal of enrolling 100 new participants.
- Continue to serve as an intake site for Community Teamwork; providing Arlington residents easier access to apply for fuel assistance and energy -saving programs through the Weatherization program.
- Increase programming in the newly-renovated Arlington Community Center, including a greater variety of art and exercise programs, more evidence-based programs such as the National Council on Aging (NCOA) Aging Mastery Program, Chronic Disease Self-Management program, and guest lectures.
- Continue to increase partnerships within the community and municipality including the Arlington Recreation Department, Arlington Boys and Girls Club, Visiting Nurse & Community Care, as well as other businesses that serve older adults for program placement and additional programs.
- Increase access to all food distribution programs by:
 - Providing free transportation to Arlington EATS
 - Continuing the partnership with Food Link to provide fresh produce to seniors who make a low income
 - Maintaining the partnership with Lahey Hospital for free farm shares
 - Adding an additional site for the free monthly grocery program
 - Increasing outreach efforts to identify and enroll those in need of SNAP

STAFFING

| Council on Aging | FY2019 Actual | FY2020 Budget | FY2021 Request | FY2021 Town Mtg. |
|------------------------|------------------|------------------|-------------------|---------------------|
| Managerial | 1 | 1 | 1 | |
| Clerical | 1.5 | 1.5 | 1.5 | |
| Professional/Technical | 1.7 | 1.7 | 2.3 | |
| Total | 4.2 | 4.2 | 4.8 | |

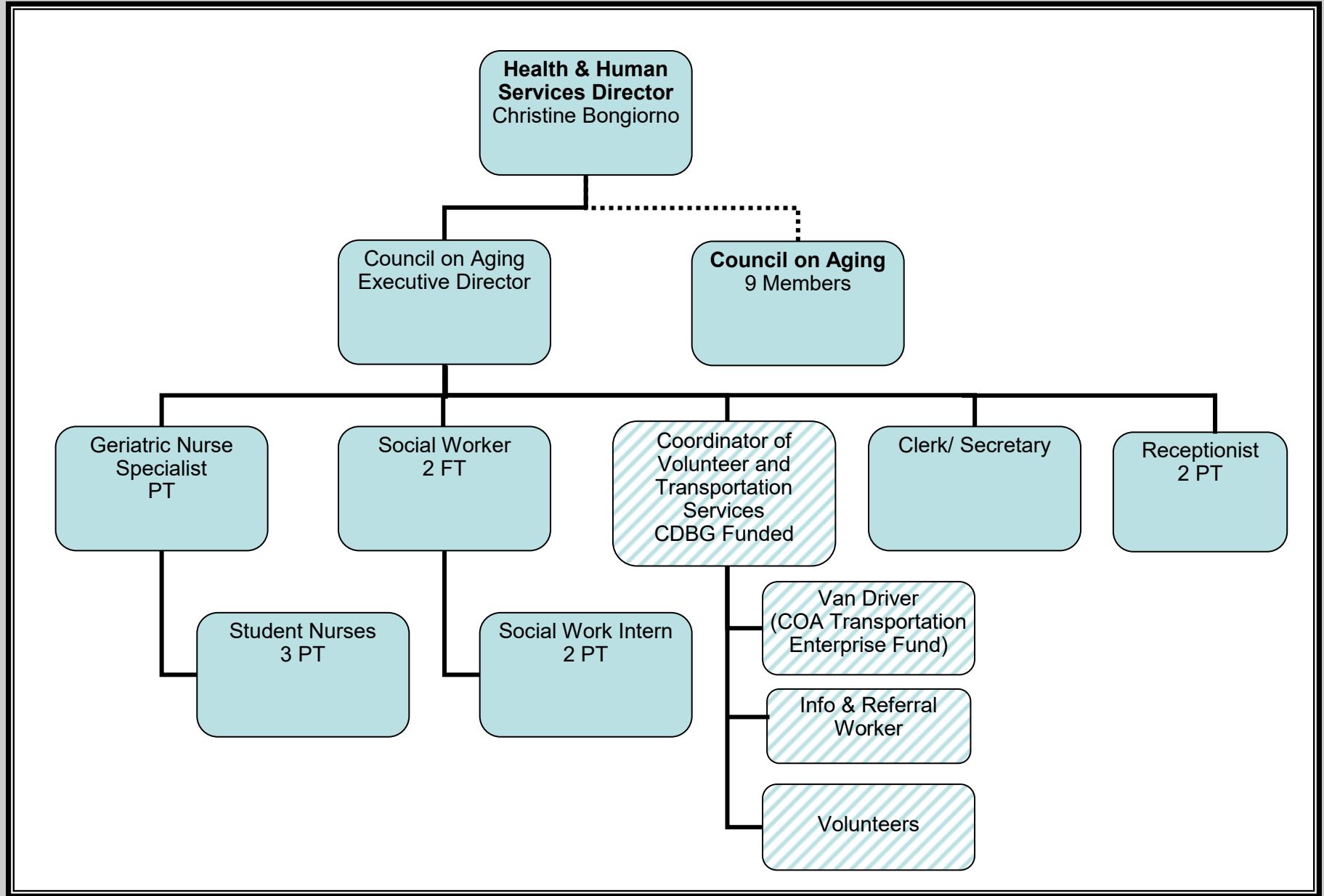


Major Accomplishments for 2019

- Identified and secured several Arlington locations for Senior Center programs during anticipated renovation, including Arlington Seniors Association programs, and Minuteman Senior Services Meals on Wheels program:
 - Arlington Town Hall
 - Brightview Arlington
 - Church of Christ
 - Robbins Library
 - Sunrise
 - Whittemore-Robbins House
 - Regent Theater
 - St. Camillus Church
 - Unitarian Universalist Church
- Created and distributed survey for Phase 1 of the World Health Organization's Age Friendly initiative with 563 surveys returned.
- Kicked off the capital campaign to raise funds for the Senior Center renovation and approved renaming of the Senior Center to the Arlington Community Center. As of March 2020, the campaign has raised \$125,338.
- Organized and implemented the Arlington for All Ages 5k Race with 362 runners and 58 volunteers. Funds raised from the event will be donated to the Arlington Community Center renovation capital campaign.
- Successfully placed 20 Senior Work Off participants, five Harry Barber participants, and one Veteran participant working within town departments completing over 3,500 hours of service.
- Increased the volunteer base by an additional 40 new individuals. Volunteers assisted older residents with medical rides, conducted friendly visits, and coordinated special events, programs, and activities.
- Collaborated with AARP to provide free, federal and state tax preparation at the Arlington Senior Center to 315 residents who make a low income.
- Collaborated with Police and Fire on several programs such as the Elder Abuse Awareness panel and "Meet the Chiefs" events. These popular events were attended by over 150 seniors. The COA now has a section in the monthly newsletter with notes from the Police Department.
- "Warm Wishes" program provided 75 seniors with a bag full of everyday essentials and a gift card during the winter holiday season.

Major Accomplishments for 2019 (cont.)

- Increased the intergenerational participation through the Dallin School's contribution to the toiletry drives for items not covered by the Supplemental Nutrition Assistance Program (SNAP).
- Established a partnership with the American Parkinson Disease Association to host a monthly support group by the COA nurse. This partnership provides access to specialists in the field and reimbursement of costs.
- Maintained partnerships with the Arlington Public Library and Rainbow Commission to offer programs including REEL Queer, an Intergenerational Queer Movie Series at the Robbins Library and SAGE Table, where people who are LGBTQ+ of all different ages and their allies, learn about each other's lives and histories, and foster intergenerational community. LGBTQ+ programming has attracted residents from other communities, including Belmont and Brookline.
- Added six more volunteers to the weekly Friendly Visitor program, providing regular contact with those most isolated.
- Provided organic, local fresh produce to 70 senior residents for 20 weeks through a partnership with Lahey Hospital and their Farm Share Program.
- Collaborated with Arlington EATS and Greater Boston Food Bank to bring 30 pounds of free groceries on a monthly basis to 75 Arlington residents who make a low income.
- Piloted Market Basket weekly shopping program to help seniors lower their food costs. The COA takes up to 16 people each week.
- Enrolled 33 residents in the Supplemental Nutrition Assistance Program (SNAP), reducing the number of eligible residents who were unenrolled.
- Partnered with Minuteman Senior Services to identify 68 seniors who make a low income to participate in a federally-funded Farmer's Market Coupon program. Coupons were exchanged for locally-grown produce at the Arlington Farmer's Market.
- Partnered with Food Link for a 3-month pilot to provide free weekly produce to 50 seniors who make a low income.
- Organized 65 volunteers to deliver 122 hot turkey dinners on Thanksgiving Day to older, home-bound residents that are alone on Thanksgiving.
- Assisted 69 Arlington residents with federal fuel assistance programs.





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